

Responsible Tourism – Issues & Practices

April 27 & 28, 2012.

Aurangabad, Maharashtra

Rapporteur's Report

By

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**Title of the Workshop : “ Responsible Tourism-Issues and Practices”**

**Date 27<sup>th</sup> and 28<sup>th</sup> of April 2012**

**Location : Hotel Vits, Aurangabad, Maharashtra**

## **INAUGURAL SESSION**

### **Welcome Address & Introduction to the Workshop**

**INTRODUCTION : Introduction to ESOI (Eco-Tourism Society of India) - a brief purview**

**PRESENTER : Mr. Rakesh Mathur, Honorary Vice President, ESOI**

#### **CONTENT:**

Mr. Rakesh Mathur in the introductory presentation gave a brief overview of the following:

- Mr. Rakesh Mathur gave a brief outline of how the Ecotourism Society of India (ESOI) was formed by a group of eminent like-minded professionals from the Tourism background and Environmentalists, with the encouragement of Ministry of Tourism in 2008. Started as a non-profit organization to promote and ensure environmentally responsible and sustainable practices in the tourism industry.  
While giving the outline he shared his observation, of the whole line of plastics he had seen while visiting Ellora.
- Vision of ESOI : ESOI strives to become a nationally recognized apex body striving to promote responsible and sustainable tourism with strong global linkages and providing comprehensive research support to the Government, NGOs, travel service providers and visitors to India.
- Objectives of ESOI : some of the major objectives described by Mr. Mathur
  - To help develop policies and code of conduct for promotion of sustainable tourism.
  - To encourage low pollution-generating practices-minimize carbon footprint.
  - Encourage energy saving practices, water harvesting, use of solar and other natural energy sources.
  - One of the objectives of ESOI is to work extensively with service providers to enhance the quality of their product and services to a level so they can be sustainable and eco-friendly.

- **Founding and Governing Members :**  
Mr. Mathur enumerated the list of the eminent people who were the founding members of ESOI comprising of Mr. Mandip Singh Soin, Managing Director, Ibex Expeditions Pvt. Ltd., Mr. Rakesh Mathur, Director & Principal Advisor – Zinc Hospitality, Cross Roads Hotels and CIE Hospitality. There are 13 Founding members.
- **The ESOI Workshops:** Mr. Mathur gave information about the number and types of workshops conducted by ESOI . Till date 10 Workshops have been held successfully across the country; the eleventh being the one taking place in Aurangabad.

## 1. **Key Note Address**

### **Eco-Tourism: Issues & Concerns**

**Presenter : Mrs. Seema Bhatt, Consultant – Biodiversity, Eco-Tourism and Climate Change**

Contents:

- Mrs. Seema Bhatt started with Travel and Tourism as growing industry and contributing to open 5% to India's GDP which would double in the next 20 years.
- Tourism is important as it is an age old practice and has its own faculties like Religion, Recreation, Adventure, and Wildlife and so on.
- She emphasized on the conflict between social values and Tourism.
- She also emphasized on the changing scenario in social and cultural values of India and its impact on tourism.
- The improvement in transportation and communication are affecting the traditional, social and cultural structure of India.
- The current tourism model is however unable to develop the local community into an economical and social viable options.
- Privatization is an alarming threat to tourism.
- Stating the examples of Goa, Manali and Andaman, she stressed on the sexual and nonsexual aspect making children vulnerable and getting exploited.
- She pointed out the problems related to health, drugs,. Crime and people trafficking.
- Economic impact and a study showing that every US \$ 100 spent by a developed country only US \$ 5 stays with the developing country.
- Unregulated tourism is leading to the destruction of natural resources.
- Poaching being the major issue in wildlife and should be handled carefully and vigilantly.
- She also talked about how the poachers can be trained to become Nature Guides/Naturalist.

- She shared with the delegates a photo of Khanderi Fort, Raigad, as how the Architectures heritage is getting desecrated by the tourists writing on the walls of the monuments.
- She explained the concept of Eco Tourism : Eco-tourism was coined by a marketing agency in Costa Rica selling it as a rainforest destination in 1970.
- Ecotourism came into being only after the recognition of the ill effects of tourism.
- Ecotourism is different from sustainable tourism, responsible tourism, nature based tourism.
- The first formal definition of Ecotourism was given by IUCN;  
*"...Is environmentally responsible travel and visitation to relatively undisturbed natural areas, in order to enjoy and appreciate nature (and any accompanying cultural features - both past and present) that promotes conservation, has low negative visitor impact, and provides for beneficially active socioeconomic involvement of local populations."*
- International Ecotourism society defines ecotourism as “ responsible travel to natural areas that conserves the environment and improves the welfare of local people.
- The changing faces of tourism has lead to Responsible Tourism. This change has come into result as the involvement of local people in ecotourism.
- Taking the examples from Manas National Park she explained how the Bodo People are involved in tourism decision making.
- Exclusively talking about the Homestays in Laddakh she elaborated its working and the practices.
- These community base homestays have a common charges for the tourists which offer an innovating and fresh opportunity for the tourists and set an ideal example of ecotourism.
- Periyar National Park, Kerala: Touching the sensitive concern of poaching she told how the cinnamon poachers were trained to become Naturalists and working as a part of protecting the ecology and also helping in increasing the revenue earnings.
- Hodka, Kutch, Gujarat is also an example of the area giving a local feel to the tourists.
- Eaglenest Wildlife sanctuary, Arunachal Pradesh, here the Bugun community helps the bird watchers as their guides. New Bird species like Bugun Liociahla was discovered.
- Mrs. Seema Bhatt also elaborated on the challenges faced; like growing numbers of tourist.
- Key aspects for sustainability or Responsible Tourism are Study of Carrying Capacity, Code of conduct for the tourist as well as the locals, and Environmental Guidelines.

## **FIRST TECHNICAL SESSION : LEARNING FOR LOCAL TOURISM INDUSTRY**

### **1. PRESENTATION 1: ROLES OF HOTELS IN ECO TOURISM INITIATIVES**

**MR. Rakesh Mathur**

He opened his presentation with saying that there is a direct link between tourism and environment. He explained fundamental concepts like perpetual sustainability.

- Hotels offer a higher experience at a higher cost, while doing this a high consumption of energy and resource and creating wastage and pollution.
- Mr. Rakesh Mathur discussed on maintaining the ecological balance through cycle of sustainability.
- He gave some reasons of where we had gone wrong; population growth, human greed, lack of education, awareness & sensitization, lacking in conversion and recycling stage.
- He described the essential elements required in Hotels like ;
  - Strict conservation enforcement
  - No compromise on environment
  - Having Long term plans
  - Training of the staff
- He elaborated on some examples of Carbon foot prints left behind by us
  - Use of Golf Carts, the energy consumption done by these carts should be solar and not coal
  - Imported food
  - Airline tray
  - Luxury Bed Cushions
- Mr. Rakesh Mathur emphasized on the use of Green Building & Green Meetings.
- He explained some guidelines to be implemented for Eco-tourism Projects Speaking about the infrastructure he highlighted that the Hotel should carry Solar heater, Rainwater Harvesting, Grey Water recycling, there should be a regular check on water leakages. Plantation is necessary. The example he gave was of 'The House of Managaldas' a Heritage Hotel in Ahmadabad which has electric meter in every room.

He also elaborated on the use of plastic, differentiating between the wet garbage and dry garbage, reuse of paper, using of biodegradable cleaning products etc.

- He also gave an outline of the new innovations in the hotels like having no tubs in the bathrooms, low flow showers, waterless urinals, water & electricity

meter, solar reflectors on windows, using cotton mattress, no blankets or duvet, no flowers, handmade & recycled paper to be used.

- He described some of concerns regarding the Hotel Industry like
- This sector is Unorganised sector
- Lack of awareness and education in the service providers and the tourist.
- No proper concept of garbage and waste management
- Consumption of energy – leaving the carbon foot prints behind.
- Concept of comfort vs luxury. People must understand the difference between luxury and comfort in order to lead an eco-friendly lifestyle.
  
- To achieve better result the Hotelier should attempt to give incentives to the staff as well as the guest.
- They should take constant feedback from there guest and staff.
- He concluded his presentation with the Responsible tourism Pledge.

## **2. PRESENTATION 2 : RURAL HERITAGE & TOURISM**

### **Mr. Rakesh Mathur**

Mr Rakesh Mathur opened his second presentation by giving importance on preserving the uniqueness of the rural areas. He elaborated this by giving the example of Bhutan which had been using it's rural heritage for the development of Eco-tourism where emphasis is given to the vernacular style of architecture, community skill training, use of rain water harvesting etc.

- He drew the following inferences from the Bhutan case-study, to follow the steps in order to promote tourism which the small country like Bhutan has adopted
- Bhutan has maintained its architectural sanctity, which makes it unique.
- The Visual beauty is maintained
- Traditional systems of construction are encouraged by use of local materials.
- Local cuisine and produce in promoted.
- Waste management system in applied in every town & village
- Water harvesting is applied
- Every child is taught a local art in the school
- All activities revolve around a centre that promotes local value systems.
- National dress is made compulsory for all official purposes.

He concluded his presentation by saying that it is important to maintain the uniqueness, and staying away from the so called modernisation.

### **3. PRESENTATION 3 : AN OVERVIEW ON SUCCESSFUL TOURISM PRACTICES – SHARING EXPERIENCES FROM JUNGLE RIVER LODGE, KARNATAKA**

**Mr. Vinay Luthra IFS, Addl, PCCF, Govt. Of Karnataka.**

Mr. Vinay Luthra began his presentation by giving an elaborate view on Statistics, Benefits, Tourism Costs, how to minimize the cost for sustainable tourism.

He emphasized on Eco-tourism.

- His main emphasis was on the fact that Eco-tourism has identity of its own which can be clearly defined.
- Responsible tourism is not equal to eco tourism and also the nature or wildlife tourism is not equal to eco tourism.
- He gave an elaborate information regarding Jungle Lodges & Resorts established in 1980, a Govt. Of Karnataka undertaking.
- This venture is successful because of the Eco-tourism activities undertaken by them.
- He gave a brief about the ecotourism practices undertaken by them
  1. Flora & fauna and not large mammals are to be appreciated. Importance is given to the biodiversity.
  2. Interpreting the nature is Ecotourism. He emphasized the importance of Naturalists, the trained locals who interpret nature.
  3. Activities make Ecotourism interesting like fishing, bird watching etc.
  4. Casual tourists are to be discouraged. The term carrying capacity should be used in terms of Quality of Tourist visiting the site. He elaborated the concept by giving the example of Gorilla Tourism in Rwanda. Where only 24 tourists per day are allowed at a fee of more than \$ 200 per hour. Bhutan also has restricted foreigners. Each foreigner needs to register with local tour operator. The Bhutan govt. Charges them \$ 200 per day.
  5. Appropriate infrastructure using local materials should be developed. He described the idea of Green Buildings and gave importance of using green buildings. A green building is one which uses less water, optimises energy efficiency, conserves natural resources, generates less waste and provides healthier space for occupants, as compared to the conventional building.
  6. Local community has to be involved like the poachers are now used as naturalists.

Mr. Luthra conclude by saying that

- Eco-tourism is beyond large mammal sighting.
- Community participation is the key to successful eco-tourism development.
- Top priority should be given to the interpretation of nature and its activities.
- Encourage good environmental practices.
- Avoid casual tourists.

#### **4. PRESENTATION 4: THE AJANTA – ELLORA ECOTOURISM MODEL-LESSONS, AND NEED FOR REPLICATION :**

**Mr. Chandrasekhar Jaiswal, Sr. Regional Manger, MTDC , Aurangabad.**

He started his presentation by

“Please take nothing but Pictures, Leave nothing but Footprints”

- Ajanta Zenith of continental cultural painting. This is the first world heritage site of India declared in 1983.
- Ajanta has unique geographical characteristics . The caves are excavated in Horseshoe shape valley of river waghora.
- It has a 30 SQ. Km area having rich biotic and abiotic elements.
- The AEDP project implementation has brought out some new facilities and ideas which were implemented
- Specific transport like pollution free buses are now used at Ajanta. The MTDC is also planning to start a bicycle path from next month.
- Land bank is created to stop unplanned development
  
- He elaborated on the outcomes of implementing AEDP project.
  - Responsible tourism was implemented.
  - Commercial activities were restricted.
  - The site is now pollution free
  - This project has enabled a worldwide image building for Ajanta
  - Conservation of biodiversity
  - Conservation of Heritage.
  
- Mr. Jaiswal then elaborated on the lessons learnt while implementing the AEDP Project.
  - Control & regulation
  - A forestation
  - Mobile connectivity
  - Disaster Management.

## **5. PRESENTATION 5:**

**Mr. Mukesh Lutade, MGM , Institute of Fashion Designing.**

Mr. Mukesh in his presentation gave an overview of the new trends of using natural dyes in textiles.

He emphasised on the use of natural dyes, but at the same time he also mentioned that many natural dyes are made from the roots of the tree, if we remove the roots then the tree is going to die. So we should avoid using roots.

He told us about the use of Amber Solar Charkha which is eco-friendly. He gave details on the different types of textile printing.

One the example given by him was really very important, He and his team has used the marigold flowers left on the road by the farmers in Diwali and Dasara, for making dyes for textiles.

Mr. Mukesh also elaborated that the youth does not want work on the traditional weaving. But with the use of Amber Solar Charkha the youngsters are taking interest in the weaving.

He concluded by saying that Khadi is important because it provides employment to rural people and the artisans. It is also important because it helps in maintaining the body temperature and today it is a fashion statement.

## **6. PRESENTATION 6: SHARING ITC'S INITIATIVES ON RESPONSIBLE TOURISM**

**Mr. Niranjana Khatri, GM-Environment, ITC Welcom Group**

Mr. Niranjana Khatri, describes the details of the initiatives taken by ITC group towards responsible tourism. They are promoting Responsible Luxury.

He described the Accounting principles which he interlinked with the New eco principle-Internalize environment externality. He also stressed that we should change our approach towards understanding the things differently by giving importance of observing and listening.

He gave out the key objectives of implementing the Initiatives on Responsible Tourism.

- Cost advantage
- Use lesser or benign substitutes of harmful materials
- Competitive advantage
- To be nature sensitive organization

- Exceed compliance level – avoid adverse regulatory action
- Anticipating & acting towards impending eco-pressures
- Seek everyone's commitment/inputs
- Work towards imbibing environment management system (EMS) and life cycle analysis. (LCA)

Mr. Khatri then elaborated on the initiatives taken by ITC. Some of them are to

- To stop migration by giving better options to the rural people.
- A forestation by using other resources for long and sustainable development.
- Catalyzing resource efficiency

He gave details of Green Design which is

- Energy efficiency & renewable energy
- Indoor environmental quality
- Conservation of materials and resources
- Safeguarding water and water efficiency.
- Sustainable site planning.

He discussed about the role to Tour operators

- Develop a questionnaire for hotels restaurants & service providers nudging them towards TBL responsible practices.
- Iato to :1.invest in afforestation in atleast 4 locations.2. Reach out to financially marginalised stake holders.
- Offer tourists to engage in social development as new niche segment.
- Reduce its carbon ,water footprint
- Take social responsibility in any small way.

He concluded by saying

“Take only Photos, Leave no FootPrints.”

## QUESTION & ANSWERE SESSION

- The first question was asked by Ms. Swati directed towards Mr. Chandrashekhar Jaiswal & Mr. Khatri the question was “ The impacts of AEDP Project implementation on the local people Ajanta & Ellora”? and the other was regarding the a forestation implemented by ITC.  
Mr.Niranjan Khatri answered by the question by stating that they purchase wood or related material from the certified sources who cut one tree and plant 20 trees. He also said that the farmers were given information regarding the market, the agriculture etc. this helped the farmers to have 10% increase in the income. Which can be said to be the benefits of ITC due to social responsibility.  
Mr. Jaiswal answered by saying that due to AEDP Project, poverty alleviation took place. Locals have got employment. Micro economic system has been developed. Atleast 400 households depend on tourism in that area.
- The second question asked by Mr. Jaswant Singh directed towards Mr. Mathur. This was regarding the outcome of the workshop. The question asked was whether the tourism society of India is going to penetrate the idea in the schools, another question asked by him was whether this workshop was to be only a 2 day workshop or the outcome was to implemented, he also asked to Mr. Jaiswal that the buses running at Ajanta are not ecofriendly, and is the MTDC thinking of some ideas like having bullock carts to carry the tourist.  
Mr. Mathur while answering the question said that various other institutions can go to the schools. Rather this education should be made compulsory. Mr Khatri said that there is Eco-rating which is specially developed for the schools. And many schools are already auditing their waste. Mr. Jaiswal while answering the question said that the MTDC is already launching a bicycle path in Ajanta.
- The third question was asked by Mr. Siddharth directed toward Ms. Seema Bhatt regarding the relocation of villagers and the other question was how to discourage casual lodge owners. This question was answered by Mr. Luthara, he said that all tiger reserves should have eco-sensitive zones where no new resorts can come up. The eco-tourism board of Karnataka is working on the guidelines.
- The fourth question was asked by Ms. Asmita regarding the Landscape Architects or Architects. She felt that they are missing link of the workshop. This question was answered by Mr. Jaiswal he said that the Engineers and Architects are not aware of what is going on in tourism. Tourism Engineering is a new concept in tourism. Architects need to go beyond their regular practice to understand tourism.

## **TECHNICAL SESSION II: GREENING THE TOURISM INDUSTRY**

### **PRESENTATION 1: ALTERNATE ENRGY SOURCES – BATTERY OPERATED VECHICLES**

**Mr. Hyder Ali – Kinetic Engineering**

Mr. Hyder Ali gave a descriptive presentation on the use of Battery operated vehicles in various tourism destinations.

Battery operated vehicles can be used at the Caves, Hill Stations, Forts, Mounments, Forest,etc. They can be used for Jungle Safaris.

Advantages of Battery operated Vehicles

- Speed will be controlled
- No Vibration
- No Emission
- Cost is low
- Maintenance is low.

He gave some examples where this vehicles can be used for trial as a pilot project Ajanta and Ganpati Pule were the places where this can be tried.

### **PRESENTATION 2 : AGRI & RURAL TOURISM A SUCCESS STORY**

**Mr. Pandurang Taware, Agritourim, Baramati**

Mr. Pandurang Taware gave an elaborate of how they have started a story that is now a great success. He started Agri Tourism in 2004 in village Palshiwadi near Baramati, where the basic occupation of the locals was rearing sheep, and water was very less.

He pointed out the three basic things

- Environment
- Economic development of locals
- Social development

The first things which they had done were

- Rainwater harvesting
- Tree plantation. They planted trees which will attract butterflies, birds, bees etc.
- Local involvement
- Local material was used for infrastructure development

They sell the fresh farm products to the tourist.

Local youths are part of decision making.

Local traditions are conserved

Traditional food is served

Patang Jatra is held on the occasion of Naga Panchami.

20 District Collectors from Bihar had taken training

Initiatives

- Skill development for farmers
- 16 May as World Agri Tourism Day, this is recognised by UNWTO.

Wants & Needs

- Agri Tourism policy

### **PRESENTATION 3 : CONSERVING NATURE WITH COMMUNITY PARTICIPATION IN ADVENTURE & NATURE TOURISM.**

**Mr. Anirudh Chaoji, ESOI Governing Body Member, Director, Pugmarks Ecotours**

Mr. Anirudh Chaoji talks about the Pugmarks who conducts nature trails & camps for students in national parks and reserved forests.

He talks about the people who have been moved out of the forest. These locals are the stakeholders.

The early guides handling the camps were not knowledgeable or could not interpret the nature.

Pugmarks train and recruit local boys to become trained & expert naturalists. They are given skill based training, which makes them expert naturalists.

The Naturalists can give details or build up an experience from the pugmarks or even from the shit/droppings of different animals.

He concluded by stating the Advantages

- This prevents migration.
- Makes stakeholders help conservation.
- Creates opportunities for local youths.

## **PRESENTATION 4 : CERTIFICATION OF COMMUNITY-BASED HOME-STAYS : EXPERIENCES FROM LADAKH**

**Ms. Seema Bhatt, Consultant-Biodiversity, Ecotourism & Climate Change**

Ms. Seema Bhatt started the presentation by giving the definition of Certification  
“Certification is a procedure that assesses audits and gives written assurances that a facility, product, process or service meets specific standards”

She thinks that certification could

- Help raise the international standard for ecotourism in India
- Lend credibility to our tour operators
- Ensure that ecological impacts from tourism are monitored in ecologically fragile areas.
- Bring credibility to local community based tourism initiatives
- Help tourists make choices.

She gave details of the three agencies that work in the field of community-based ecotourism in Ladakh SLC (Snow leopard Conservancy), WWF India and Wildlife Department.

While elaborating the details of Home Stay she also raised a question of whether it is possible for India to have a ‘home-grown’ certification scheme?

She gives details of some of the Certification Initiatives in India

- *Nanda Devi Biosphere Reserve: A People’s Ecotourism Initiative*
- *Travel Operators for Tigers (TOFT)*
- *Green Palm Certification of Boats by Kerala, State Tourism Department*
- *Do’s and Don’ts by CGH Earth Group of Hotels (Private Entrepreneur)*
- 

Corporate Initiatives towards Setting Standards and Creating Certification Programmes

- *The ITC Welcomgroup*
- *The Ecotel Hotel*

Ms. Seema elaborates the The Global Sustainable Criteria and Indicators

- Effective sustainability planning
- Maximizing social and economic benefits for the local community
- Enhancing cultural heritage
  - Reducing negative impacts to the environment

To develop the certification process in Ladakh it has to be made on the basis of certain parameters like

- Demonstrate effective sustainable management
- All personnel receive periodic training regarding their role in the management of environmental, socio-cultural, health, and safety practices and hospitality in general.
- Customer satisfaction is measured and corrective action taken where appropriate.
- Design of home-stay house follows traditional architecture
- Information about and interpretation of the natural surroundings, local culture, and cultural heritage is made available to customers and is accurate.
- Code of conduct for tourists explaining appropriate behavior while visiting natural areas, living cultures, and cultural heritage sites and behavior while staying in the homestay is available in every room.

Maximize social and economic benefits to the local community and minimize negative impacts

- Home stays are run only by local people
- A fixed price for the stay is determined and ensured that it is equitable across the board.
- A system is established to ensure that each homestay gets a chance to host tourists equally.

Maximize benefits to cultural heritage and minimize negative impacts.

Historical and archeological artifacts are not sold, traded, or displayed illegally.

She concluded by Proposing the Next Steps to be taken

- *Establishment of Certification Body*
- *Implementation*
- *Marketing of the Scheme*

## QUESTION & ANSWER SESSION

- The first question was asked by Mr. Gaurav Krishna who has visited Ladakh and was stating that the home stays are owned by the people who are from the outside and what type of training and who will be giving the training. The question was answered by Ms. Seema. She said that women who are already running their home stays are giving the training to the new entries in home stays.
  
- Dr Pabla asked the question to Mr. Taware as how they market the Agri Rural Tourism. Mr. Taware in his answer told that the marketing is done through Website, word of mouth only. Mr. Taware took this opportunity to request MTDC and India Tourism to give them a tables space in the office for a farmer will sit and give information to the tourist.

## **TECHNICAL SESSION III: ENVIRONMENT CONCERNS**

### **PRESENTATION 1: HOME STAY MODEL FOR CONSERVATION – VALES TURTLE EXPERIENCE**

**Mr. Ramashish Joshi, Sahyadri Nisarge Mitra, Chiplun, Maharashtra.**

He spoke on the Marine Turtle conservations of Live Ridley at Velas Chiplun.

He emphasized on the Olive Ridley Turtle and its growth and conservation.

The turtle growth phases were explained from nesting hatching and its distribution throughout India.

The training process for local hatcheries was explained and with the help of local people the conservation of turtles is done in large numbers. After training the locals understand the pugmarks of turtle and trace the eggs which are then collected, taken to the hatchery.

When the nestlings are ready they are released with care and proper counting is done.

People are made aware of the dates of release through daily updates of the websites. Which helps in increase of tourist at velas

A turtle festival is organised. The turtle festival provides livelihood to the locals who have now become a part & parcel of this eco project.

Since 2002 almost 15 villages have been included in this project and almost 29,234 hatchlings released out.

He emphasized on the USP of this project

- 40% of the total nests in Maharashtra
- Excellent biodiversity
- Closer to Pune & Mumbai.

He showed his concern towards the fun groups and wanted to keep them away.

He wishes to promote the curious and the active group.

He described the Challenges faced are the Local politics, Code of conduct, and to Tone down the tourist expectations

While concluding he gave the Future Plans which are to get certification of MTDC, Explore other avenues, to have association with corporate houses, and the use of information technology.

**PRESENTATION 2: HERIATE AND TOURISM – SHARING EXPERIENCES**  
**Ms.Supriya , INTACH, Pune.**

She elaborated on the idea of Urban Tourism with reference to the city of Pune.

Pune does not have a great heritage building or monuments to showcase.

Shaniwarwada a Palatial building of the Peshwas was encroached with parking and small shops. INTACH took over the project and worked and conserved, and know the place is social cultural happening place.

She described that the Identity of any particular city is what that attracts tourist. She gave importance to conserve a small building with its features.

She gave details about the Heritage Walks conducted by INTCH. This walks are conducted to bring out various facets of the city and to bringout the historical, cultural and social values, experiencing the living culture.

The importance of linking heritage and sustainability was emphasised.

400 year old copper craft was revived called as Tambat Ali

Cities should review their core.

While concluding Supriya presented a very different thought that going out for farm tourism or rural tourism is like escapism.

**PRESENTATION 3: CHECKS & BALANCES IN ECOTOURISM PRACTICES**

**Ms. Swathi Sheshadri, Equations**

Starting her presentation Ms. Swathi gave emphasize on the community development and community involvement.

She explained the components of Ecotourism like Benfits for local community, minimum consumption of resources, and conservation of biodiversity.

While emphasising the importance of community in tourism development she stressed that if a community opposes tourism then there should be no tourism in that particular area.

While exploring the importance of community she also said that tourism should bring back the history, culture and information about the local communities.

She differentiated between the terms livelihood and employment.

Livelihood is related to social-cultural identity, and ecotourism gives very less livelihood opportunity.

Employment is an economic term.

While concluding she spoke about corporate accountability in tourism.

### **QUESTION & ANSWER SESSION**

First question was asked by regarding the does & don'ts. The question was whether does & don'ts are given to the tourist.

The suggestions came forward were to mail to tourist at the time of booking and at the same time it was to be posted on the rooms of the home stay.

In the end the first day session Mr. Rakesh Mathur summed up the total presentations.

**Title of the Workshop : “ Responsible Tourism-Issues and Practices”**

**Date 27<sup>th</sup> and 28<sup>th</sup> of April 2012**

**Location : Hotel Vits, Aurangabad, Maharashtra**

**DAY TWO: 28 APRIL 2012**

**TECHNICAL SESSION IV– STRATEGIES FOR WILDLIFE TOURISM**

**A SHORT FILM SCREENING: “THE TRUTH ABOUT TIGERS**

**DIRECTOR OF THE FILM MR. SHEKAR DATTARI**

**NARRATOR OF THE FILM: MR. ROSHAN SETH**

**CONTENT**

The film opened with a poignant scene where a majestic tiger is seen stalking two little deers frolicking and playing amongst themselves in the midst of a vast, dense forest. The documentary focuses on the pitiable plight of the tiger population in India in today’s times. This film throws light on the man-animal conflict, the truth of the so-called modern society. It was disheartening and sad to see the extreme damage done to these majestic animals by the ignorance and selfishness of a corrupt society so beautifully shown by the documentary. The impact of the illegal encroachment of the forests and the senseless poaching by the people leading to an alarming depletion of the tiger population was brought forth by the director of the short film. The documentary concludes with an appeal urging the people to do their bit to save the tiger population, now towards the brink of extinction and suggests certain measures to be taken up by everyone if the tiger population is to be saved. The short film can be viewed at the website, [www.truthabouttigers.org](http://www.truthabouttigers.org).

**PRESENTATION 1: BALACING WILDLIFE AND TOURISM NEEDS**

**Dr.H.S. Pabla IFS (Retd) Former PCCF Government of Madhya Pradesh**

Dr. Pabla started his presentation with the importance of saving and conserving wildlife. He elaborated the reasons to why we should preserve wild animals

- Moral and Religious responsibility
- Human Heritage
- Futuristic Gene Bank
- As flagship for protecting forests and other ecosystems
- Natural resource for human benefit
- Animals make our world beautiful and exciting.

He then discussed the topic of why Forest Dept. Is promoting Tourism?

- People want to see natural areas and see animals so Govt. Has to create places for them.
- Wildlife has survived only where tourism has flourished
- Tourism flourishes where wildlife survives
- Nature and wildlife tourism growth is very fast.

He then pointed out some disadvantages of wildlife tourism

- It disturbs and scares animals
- Generates garbage
- Infrastructure destroys habitat
- Social impact

Advantages of wildlife tourism

- Generates resources for conservation
- Generates income /jobs for remote community
- Tourists act as ears & eyes for anti poaching
- Builds public support for conservation
- Enhances staff self respect
- Educates public

He then elaborated on the expectations of the visitor/tourist

- Larger open spaces
- Low visitor density
- Basket of options
- Low noise, low pollution, no garbage
- High wildlife density and diversity
- Unspoilt scenery
- Adventure
- Good guiding/interpretation

With the expectations of the visitor Mr. Pabla also highlighted the needs of wild animals

- Habitat large open space with food, water and cover
- Security
- Low density human presence
- Low density and low impact infrastructure
- Support of local communities

He gave an elaborate account of the tourism that saves wildlife

- Low density
- Significant returns to parks & local people

- Park income is spent on park management
- Diversity of options (vehicle safaris, elephant safaris, walking, biking, bird watching)
- Low impact infrastructure

He concluded by stating the expectations from Industry

- Support local communities in benefitting from tourism.
- Take responsibility for community infrastructure
- Prefer locals for employments
- Lodge density low.
- Explore new areas
- Encourage donations for communities and conservation.

At the end he said

**WITHOUT USE, WILDLIFE WILL NOT SURVIVE, USE IT OR LOSE IT.**

## OPEN DISCUSSION SESSION

MEMBERS OF THE PANEL : MR. RAKESH MATHUR, MS. SEEMS BHATT ,  
MR. ANIRUDHA CHAOJI, MR. NIRANJAN KHATRI.

Mr. Rakesh Mathur opened the platform for the open discussion session wherein the members of the panel and the participants of the workshop would interact on the issues and experiences related to the theme of the work shop.

The first question was asked regarding how to keep the casual tourist away from the wildlife. Mr. Anirudha Chaoji answered by giving an example of Gira in Gujarat where the place Deoli you can see the Lions and other animals while moving through a bus. He said that if the tourist can see the animals in a zoo outside national parks then the no of tourist going in protect area will be less.

The question was raised by regarding the infrastructure development at Ellora caves Mr. Saurav from MGM Aurangabad gave an example of a foreigner who was looking for bathroom at the Ellora caves. He also raised a question about the smell at the caves and the bats. Mr. Jaiswal while answering the question said that the bathrooms are big failures because of the misuse by the people, but now with visitor centre coming up, will have bathrooms. Mr. Jaiswal said that the smell coming from the caves is due to urination of the Bats, the smell of Ammonia. Mr. Anirudha said that we should not disturb the Bats as it is their habitat and we should not destroy it.

The question was raised about the training to be provided for the people like Auto rickshaw walas. Mr. Niranjana Khatri said that the training of soft skills and other awareness should be given to the auto rickshaw walas which will improve the experience of the visitor.

The question was also raised about the development at Lonar Crater. This question was answered by Mr. Jaiswal. He said that according the Nagpur high court No one can develop anything at the crater site. Rs.10 corer are allotted for rehabilitation of farmers. Rs. 2 corer for water sewage system. Task force has set up. No conservationist or scientist will be allowed at the crater.

Lonar Crater is on the verge of becoming a World Heritage Site.

The panel members than gave a brief sum up of the workshop.

Ms. Seema

- Looking at a broad based subject “responsible tourism” ecotourism is a subset.
- Travel to natural area
- Helping the community
- Creative interpretation of nature – involve the young
- Code of conduct

Mr. Anirudha

- Wildlife beyond tigers
- Promote smaller places this will decrease the pressure of main tourism
- Make tourism more sustainable.

Mr. Niranjan Khatri

- Green banquets

#### VOTE OF THANKS

Vote of thanks was presented by Ms. Seema Bhatt. Ms. Seema in her vote of thanks said that the two days work shop had been brilliant session where everyone was enlightened. She presented her thanks to the speakers and participants of the workshop starting with Mr. Rakesh Mathur, Mr. Vinay Luthra, Mr. Chandrashekhhar Jaiswal, Mr. Niranjan Khatri, Mr. Pandurang Taware, Mr. Anirudh Chaoji, Mr. Ramashish Joshi, Ms. Swathi Seshadri, Mr. Mukesh, Ms. Surpriya, Dr. H.S. Pabla. She also expressed her gratitude towards Mr. Amit Sahu, GM Hotel Vits, Mr. Rao, Assistant Director, India Tourism, Media Partner Travel express.